

QNP	Customer Satisfaction: OP-91-01 Rev NC
Customer Satisfaction	<p>Effective Date: 11-20-17 Owner Approval by Andrew Adams, QA Manager, on 11-20-17 Management Approval by Craig O. Garneau, President on 11-20-17</p> <p><i>Printed copies of this document are for information purposes only and are uncontrolled. Printed copies are not valid after the date of printing.</i></p>

1. PURPOSE

To establish a process for obtaining, monitoring and reviewing data regarding customer perception for the purpose of increasing customer satisfaction at Quality Name Plate.

2. RESPONSIBILITY

The table below identifies QNP personnel and their responsibility relating to this procedure:

Person	Responsibility
Management Team	Develops performance metrics to be used in the Customer Satisfaction Survey
Customer Service/Sales Personnel	Collect customer feedback and forward it to Management and Quality Assurance Personnel as appropriate
Quality Assurance Manager, Marketing Director and/or designee	Tabulates survey results and customer feedback and prepares data for Audits and Management Review Meetings.
Management Review Meeting	<p>Evaluate data in order to measure the effectiveness of the quality management system and improve customer satisfaction.</p> <p>Take action as appropriate to improve customer perception and satisfaction.</p>

3. APPLICABLE FORMS OR REFERENCES

The table below identifies the code number and title of documents and references applicable to this procedure;

Form/Reference Number	Title
AS9100	Quality Management Systems - Requirements for Aviation, Space and Defense Organizations
OP-102-01	Corrective Action
online	Customer Satisfaction Survey
n/a	Customer Satisfaction Survey Results

4. Policies & Procedures

4.1 - QNP's quality policy provides the framework for establishing and reviewing our quality objectives with the goal of achieving a high level of customer satisfaction. The quality policy is reviewed by QNP management during Management Review Meetings. The metrics used in our Customer Satisfaction Survey are in alignment with our mission statement and quality goals.

4.2 - On time delivery, customer complaints, supplier score cards, and corrective action requests are also used as measurements of customer satisfaction.

4.3 - For the convenience of our customers, the customer satisfaction survey is administered through an online service. Selected customers are invited to participate in the survey through an email which contains links to the online survey. Customers are given the option to participate in the survey anonymously if they choose.

4.4 - At a minimum, the following key metrics are measured by the Customer Satisfaction Survey.

- Quality
- Customer Service
- Pricing
- On Time Delivery
- Overall Rating

4.5 - At a minimum, data from the customer satisfaction survey is evaluated during management review meetings, which occur at least once a year. The other indicators of customer satisfaction are also evaluated during management review meetings.

4.6 - As appropriate, management may initiate corrective action in response to satisfaction ratings that fall below acceptable levels or show a decline. Ref: OP-102-01 Corrective Action. Even when not specifically targeted as a means to improve customer satisfaction ratings, it is implied that the end goal of corrective, risk management activities, process changes, and other improvements to the quality management system are intended to enhance customer satisfaction.

5 - Customer Satisfaction Metrics

Item	Metric/Method	Person(s) Responsible
1.	Customer Satisfaction Survey - Online	Quality Assurance Manager, Marketing Director and/or designee responsible for processing and reporting data Customer Service Personnel responsible for helping collect data as appropriate
2.	Customer Report Card Board - Maintained in the QNP Office Conference Room	
3.	Customer Feedback data - collected by Customer Service Personnel and entered through the Job Tracking Database	
4.	On Time Delivery Goal Board - Maintained in the QNP Office Conference Room	
5.	Escape Goal Board - Maintained in the QNP Office Conference Room	

6. RECORDS/OBJECTIVE EVIDENCE

The retention duration for records referenced in this procedure are available on-line in the FM-75-01 Master Document List with Revision History.

Records are maintained in accordance with OP-75-01 Control of Documented Information.

7. REVISION HISTORY

Revision, approved date, effective date, and a document change summary for this document is located on-line in the FM-75-01 Master Document List with Revision History.